

Enterprise Incident Report December 2012

As of 1/2/2013

Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Labor Commission	Application Services	Martin Gonzalez	0 0	3 3	0 0	3 3
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 3	0 0	4 3
	Application Support	Floyd Edwards	0 0	1 0	0 0	1 0
		James Stevenson	0 0	1 0	0 0	1 0
		Michael Slyter	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Campus Networking	David Sedei	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	James Stearns	0 0	1 1	0 0	1 1
		Julie VanBeekum	1 1	3 3	1 1	5 5

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			High	Low	Medium	FCR Total
Labor Commission	Help Desk	Sarah Johnson	0	1	0	1
			0	0	0	0
		Vicky Marrelli	0	3	0	3
			0	1	0	1
		Assigned to Individual Total	1	8	1	10
			1	5	1	7
	Metro A Desktop Support	James Kammeyer	0	1	0	1
			0	0	0	0
		Nancy Hachmeister	0	22	0	22
			0	3	0	3
		Rodney Austin	0	2	0	2
			0	2	0	2
		Assigned to Individual Total	0	25	0	25
			0	5	0	5
	Metro A Help Desk	Ed Conrad	0	5	0	5
			0	4	0	4
		Liz Evans	0	3	0	3
			0	3	0	3
		Assigned to Individual Total	0	8	0	8
			0	7	0	7
	Metro A Hosting	Chris Kunde	0	1	0	1
			0	0	0	0
		Tom Carney	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Strategic Communications	Luis Larios	0	3	0	3
			0	0	0	0

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			High	Low	Medium	FCR Total	
Labor Commission	Strategic Communications	Assigned to Individual Total	0 0	3 0	0 0	3 0	
	Technical Lead/Project Manager	Martin Gonzalez	0 0	3 3	0 0	3 3	
		Assigned to Individual Total	0 0	3 3	0 0	3 3	
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0	
		Romanza Hamblin Sorensen	0 0	1 1	0 0	1 1	
		Assigned to Individual Total	0 0	2 1	0 0	2 1	
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0	
		Assigned to Individual Total	0 0	1 0	0 0	1 0	
	Assigned Group Total		1 1	64 24	1 1	66 26	
	Customer Company Total			1 1	64 24	1 1	66 26

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Labor Commission	Application Services	Martin Gonzalez	0 0	3 2	0 0	3 2
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 2	0 0	4 2
	Application Support	Floyd Edwards	0 0	1 0	0 0	1 0
		James Stevenson	0 0	1 1	0 0	1 1
		Michael Slyter	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Campus Networking	David Sedei	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	1 0	3 0	1 0	5 0

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			High	Low	Medium	MIR Total
Labor Commission	Help Desk	Sarah Johnson	0	1	0	1
			0	1	0	1
		Vicky Marrelli	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	1	8	1	10
			0	1	0	1
	Metro A Desktop Support	James Kammeyer	0	1	0	1
			0	0	0	0
		Nancy Hachmeister	0	22	0	22
			0	1	0	1
	Metro A Help Desk	Rodney Austin	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	25	0	25
			0	1	0	1
	Metro A Hosting	Ed Conrad	0	5	0	5
			0	0	0	0
		Liz Evans	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	8	0	8
			0	0	0	0
	Strategic Communications	Chris Kunde	0	1	0	1
			0	0	0	0
		Tom Carney	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Strategic Communications	Luis Larios	0	3	0	3
			0	0	0	0

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			High	Low	Medium	MIR Total
Labor Commission	Strategic Communications	Assigned to Individual Total	0 0	3 0	0 0	3 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Assigned Group Total		1 0	64 8	1 0	66 8
	Customer Company Total			1 0	64 8	1 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Labor Commission	Application Services	Martin Gonzalez	0 0.00	3 13.60	0 0.00	3 13.60
		Tony Larsen	0 0.00	1 0.24	0 0.00	1 0.24
		Assigned to Individual Total	0 0.00	4 10.26	0 0.00	4 10.26
	Application Support	Floyd Edwards	0 0.00	1 0.10	0 0.00	1 0.10
		James Stevenson	0 0.00	1 98.83	0 0.00	1 98.83
		Michael Slyter	0 0.00	2 0.40	0 0.00	2 0.40
		Assigned to Individual Total	0 0.00	4 24.93	0 0.00	4 24.93
	Campus Networking	David Sedei	0 0.00	1 3.07	0 0.00	1 3.07
		Assigned to Individual Total	0 0.00	1 3.07	0 0.00	1 3.07
	Help Desk	James Stearns	0 0.00	1 0.22	0 0.00	1 0.22

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			High	Low	Medium	ATTIR Total
Labor Commission	Help Desk	Julie VanBeekum	1 0.00	3 0.01	1 0.07	5 0.02
		Sarah Johnson	0 0.00	1 72.97	0 0.00	1 72.97
		Vicky Marrelli	0 0.00	3 0.07	0 0.00	3 0.07
		Assigned to Individual Total	1 0.00	8 9.18	1 0.07	10 7.35
	Metro A Desktop Support	James Kammeyer	0 0.00	1 0.39	0 0.00	1 0.39
		Nancy Hachmeister	0 0.00	22 0.36	0 0.00	22 0.36
		Rodney Austin	0 0.00	2 0.12	0 0.00	2 0.12
		Assigned to Individual Total	0 0.00	25 0.34	0 0.00	25 0.34
	Metro A Help Desk	Ed Conrad	0 0.00	5 0.00	0 0.00	5 0.00
		Liz Evans	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	8 0.00	0 0.00	8 0.00
	Metro A Hosting	Chris Kunde	0 0.00	1 0.24	0 0.00	1 0.24
		Tom Carney	0 0.00	4 0.09	0 0.00	4 0.09
		Assigned to Individual Total	0 0.00	5 0.12	0 0.00	5 0.12

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			High	Low	Medium	ATTIR Total
Labor Commission	Strategic Communications	Luis Larios	0 0.00	3 0.28	0 0.00	3 0.28
		Assigned to Individual Total	0 0.00	3 0.28	0 0.00	3 0.28
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	3 0.94	0 0.00	3 0.94
		Assigned to Individual Total	0 0.00	3 0.94	0 0.00	3 0.94
	Voice Operations	Gail Christiansen	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	1 0.11	0 0.00	1 0.11
		Assigned to Individual Total	0 0.00	2 0.06	0 0.00	2 0.06
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 5.98	0 0.00	1 5.98
		Assigned to Individual Total	0 0.00	1 5.98	0 0.00	1 5.98
	Assigned Group Total		1 0.00	64 3.69	1 0.07	66 3.58
Customer Company Total			1 0.00	64 3.69	1 0.07	66 3.58

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Labor Commission	Application Services	Martin Gonzalez	0 0	3 1	0 0	3 1
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Application Support	Floyd Edwards	0 0	1 1	0 0	1 1
		James Stevenson	0 0	1 1	0 0	1 1
		Michael Slyter	0 0	2 2	0 0	2 2
		Assigned to Individual Total	0 0	4 4	0 0	4 4
	Campus Networking	David Sedei	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	1 0	3 0	1 0	5 0

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			High	Low	Medium	MR Total
Labor Commission	Help Desk	Sarah Johnson	0	1	0	1
			0	1	0	1
		Vicky Marrelli	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	1	8	1	10
			0	1	0	1
	Metro A Desktop Support	James Kammeyer	0	1	0	1
			0	0	0	0
		Nancy Hachmeister	0	22	0	22
			0	1	0	1
	Metro A Help Desk	Rodney Austin	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	25	0	25
			0	1	0	1
	Metro A Hosting	Ed Conrad	0	5	0	5
			0	0	0	0
		Liz Evans	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	8	0	8
			0	0	0	0
	Strategic Communications	Chris Kunde	0	1	0	1
			0	0	0	0
		Tom Carney	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Strategic Communications	Luis Larios	0	3	0	3
			0	2	0	2

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			High	Low	Medium	MR Total
Labor Commission	Strategic Communications	Assigned to Individual Total	0 0	3 2	0 0	3 2
	Technical Lead/Project Manager	Martin Gonzalez	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	3 2	0 0	3 2
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		1 0	64 11	1 0	66 11
	Customer Company Total			1 0	64 11	1 0

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Labor Commission	Application Services	Martin Gonzalez	0 0.00	3 15.20	0 0.00	3 15.20
		Tony Larsen	0 0.00	1 3.57	0 0.00	1 3.57
		Assigned to Individual Total	0 0.00	4 12.29	0 0.00	4 12.29
	Application Support	Floyd Edwards	0 0.00	1 8.70	0 0.00	1 8.70
		James Stevenson	0 0.00	1 98.83	0 0.00	1 98.83
		Michael Slyter	0 0.00	2 590.16	0 0.00	2 590.16
		Assigned to Individual Total	0 0.00	4 321.96	0 0.00	4 321.96
	Campus Networking	David Sedei	0 0.00	1 3.07	0 0.00	1 3.07
		Assigned to Individual Total	0 0.00	1 3.07	0 0.00	1 3.07
	Help Desk	James Stearns	0 0.00	1 0.22	0 0.00	1 0.22

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			High	Low	Medium	ATTR Total
Labor Commission	Help Desk	Julie VanBeekum	1 0.00	3 0.14	1 0.65	5 0.22
		Sarah Johnson	0 0.00	1 86.43	0 0.00	1 86.43
		Vicky Marrelli	0 0.00	3 0.39	0 0.00	3 0.39
		Assigned to Individual Total	1 0.00	8 11.03	1 0.65	10 8.89
	Metro A Desktop Support	James Kammeyer	0 0.00	1 0.55	0 0.00	1 0.55
		Nancy Hachmeister	0 0.00	22 0.50	0 0.00	22 0.50
		Rodney Austin	0 0.00	2 0.35	0 0.00	2 0.35
		Assigned to Individual Total	0 0.00	25 0.49	0 0.00	25 0.49
	Metro A Help Desk	Ed Conrad	0 0.00	5 0.09	0 0.00	5 0.09
		Liz Evans	0 0.00	3 0.15	0 0.00	3 0.15
		Assigned to Individual Total	0 0.00	8 0.11	0 0.00	8 0.11
	Metro A Hosting	Chris Kunde	0 0.00	1 0.36	0 0.00	1 0.36
		Tom Carney	0 0.00	4 1.13	0 0.00	4 1.13
		Assigned to Individual Total	0 0.00	5 0.97	0 0.00	5 0.97

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			High	Low	Medium	ATTR Total
Labor Commission	Strategic Communications	Luis Larios	0 0.00	3 7.19	0 0.00	3 7.19
		Assigned to Individual Total	0 0.00	3 7.19	0 0.00	3 7.19
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	3 91.66	0 0.00	3 91.66
		Assigned to Individual Total	0 0.00	3 91.66	0 0.00	3 91.66
	Voice Operations	Gail Christiansen	0 0.00	1 0.00	0 0.00	1 0.00
		Romanza Hamblin Sorensen	0 0.00	1 0.75	0 0.00	1 0.75
		Assigned to Individual Total	0 0.00	2 0.38	0 0.00	2 0.38
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 5.98	0 0.00	1 5.98
		Assigned to Individual Total	0 0.00	1 5.98	0 0.00	1 5.98
	Assigned Group Total		1 0.00	64 27.34	1 0.65	66 26.52
Customer Company Total			1 0.00	64 27.34	1 0.65	66 26.52

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Detail

INC000000542274	Tonya Gallegos	Server	None	None		TIR Missed: No	0.17
	Application Support	Michael Slyter	Labor Commission	Low	Closed	TTR Missed: Yes	1000.15
INC000000596611	Gina Spjut	Network	Performance	Active Directory		TIR Missed: No	0.39
	Metro A Desktop Support	James Kammeyer	Labor Commission	Low	Closed	TTR Missed: No	0.55
INC000000598856	Kate McNeill	Application	None	Novell GroupWise		TIR Missed: No	0.24
	Application Services	Tony Larsen	Labor Commission	Low	Closed	TTR Missed: No	3.57
INC000000607217	DaNise Barney	Application	None	Gmail		TIR Missed: No	0.03
	Application Services	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: No	4.59
INC000000607355	Brad Morse	Network	None	Active Directory		TIR Missed: No	0.63
	Application Support	Michael Slyter	Labor Commission	Low	Closed	TTR Missed: Yes	180.16
INC000000611079	Lib Montoya	Application	None	Postini		TIR Missed: Yes	2.53
	Technical Lead/Project Manager	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: No	2.54
INC000000613022	Tonya Gallegos	Application	None	Gmail		TIR Missed: No	0.29
	Technical Lead/Project Manager	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: Yes	120.49
INC000000613152	Izzy Luna	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: Yes	151.95
INC000000615767	Elena Bensor	None	None	None		TIR Missed: Yes	98.83
	Application Support	James Stevenson	Labor Commission	Low	Closed	TTR Missed: Yes	98.83
INC000000616364	Jamie Kittrell	Mobile Devices	None	None		TIR Missed: Yes	72.97
	Help Desk	Sarah Johnson	Labor Commission	Low	Closed	TTR Missed: Yes	86.43
INC000000617365	Kenney Christensen	Network	None	Active Directory		TIR Missed: Yes	3.07
	Campus Networking	David Sedei	Labor Commission	Low	Closed	TTR Missed: No	3.07
INC000000618833	Tonya Gallegos	Application	Error	Active Directory		TIR Missed: No	0.10
	Metro A Hosting	Tom Carney	Labor Commission	Low	Closed	TTR Missed: No	1.05
INC000000619199	Joy Lawrence	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000619209	Tonya Gallegos	Network	None	None		TIR Missed: No	0.24
	Metro A Hosting	Chris Kunde	Labor Commission	Low	Closed	TTR Missed: No	0.36
INC000000619573	James E Johnston	Network	None	Active Directory		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.27
INC000000619576	Mark Leblanc	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.17

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INC000000620918	Kate McNeill	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.09
INC000000620956	Debbie L Hann	None	None	None		TIR Missed: No	0.11
	Metro A Hosting	Tom Carney	Labor Commission	Low	Closed	TTR Missed: No	0.28
INC000000621057	Sara Danielson	Application	None	Gmail		TIR Missed: Yes	39.65
	Application Services	Martin Gonzalez	Labor Commission	Low	Closed	TTR Missed: Yes	39.82
INC000000621074	Dave Bloomfield	None	None	None		TIR Missed: No	0.20
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.21
INC000000621284	Deedee Brunatti	Application	None	State Payroll Time Entry System		TIR Missed: No	0.14
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.15
INC000000621470	Lib Montoya	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000621960	Dan King	Application	Password	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.09
INC000000621988	Dan King	Telecom	Voice Mail	Telephone		TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000622084	Jerry Parkstone	PC/Laptop	Password	None		TIR Missed: No	0.20
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.45
INC000000622336	Gina Spjut	PC/Laptop	Performance	None		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.25
INC000000622717	Gina Spjut	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.02
INC000000622785	Gina Spjut	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.04
INC000000623149	Joy Lawrence	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.03
INC000000623151	Joy Lawrence	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.02
INC000000623165	Bill Southwick	Application	None	None		TIR Missed: No	0.10
	Application Support	Floyd Edwards	Labor Commission	Low	Closed	TTR Missed: Yes	8.70
INC000000623207	Elena Bensor	None	None	None		TIR Missed: Yes	6.26
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: Yes	6.75
INC000000623398	Bill Southwick	Application	Error	Industrial Accident		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.00

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INC000000623658	Lawnie Nebeker	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.09
INC000000623822	Sara Danielson	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.05
INC000000623827	Aurora Holley	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.05
INC000000623976	Lola Chacon	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Labor Commission	Low	Closed	TTR Missed: No	0.66
INC000000624005	Lola Chacon	EIS Hardware	Printer	None		TIR Missed: No	0.43
	Strategic Communications	Luis Larios	Labor Commission	Low	Closed	TTR Missed: No	3.17
INC000000624097	Bobie Tupou	PC/Laptop	Performance	Microsoft Windows 7		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000624602	Lawnie Nebeker	None	None	None		TIR Missed: No	0.15
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.16
INC000000624882	Joy Lawrence	None	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.11
INC000000625378	Dennis Crenshaw	Application	Password	Utah Master Directory		TIR Missed: No	0.22
	Help Desk	James Stearns	Labor Commission	Low	Closed	TTR Missed: No	0.22
INC000000625555	Neira Acevedo-Ramos	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Closed	TTR Missed: No	0.30
INC000000625796	Monica Smith-Austen	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000626067	Gabriella Salazar	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	1.18
INC000000626247	Blaine Holdaway	Application	None	Novell eDirectory		TIR Missed: No	0.39
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.40
INC000000626255	Karla Rush	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000626320	Sara Danielson	Application	Error	Gmail		TIR Missed: No	0.01
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.36
INC000000626400	Tonya Gallegos	None	None	None		TIR Missed: No	0.05
	Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved	TTR Missed: No	2.79
INC000000626426	Karla Rush	Application	Error	Gmail		TIR Missed: No	0.07
	Help Desk	Julie VanBeekum	Labor Commission	Medium	Resolved	TTR Missed: No	0.65

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Labor Commission

INC000000626721	Alicia Zavala-Lopez	Application	None	Gmail		TIR Missed: Yes	1.12
	Application Services	Martin Gonzalez	Labor Commission	Low	Resolved	TTR Missed: No	1.19
INC000000626867	Veronica Gomez-Quintero	Application	Error	Industrial Accident		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.11
INC000000627006	Pete Groesbeck	Telecom	Hardware	Telephone		TIR Missed: Yes	5.98
	Voice/Data/WAN Services	Greg Blessing	Labor Commission	Low	Resolved	TTR Missed: No	5.98
INC000000627484	Tonya Gallegos	None	None	None		TIR Missed: No	0.09
	Metro A Hosting	Tom Carney	Labor Commission	Low	Resolved	TTR Missed: No	0.39
INC000000627754	Shaheen Safiullah	Application	Error	Gmail		TIR Missed: No	0.02
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.08
INC000000628375	David Lamb	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	High	Resolved	TTR Missed: No	0.00
INC000000629033	Joy Lawrence	EIS Hardware	Printer	None		TIR Missed: No	0.20
	Strategic Communications	Luis Larios	Labor Commission	Low	Resolved	TTR Missed: Yes	10.20
INC000000629044	Connie Zaccheo	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.33
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.34
INC000000629263	Bill Southwick	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000629314	Jo Ann Lowther	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.23
INC000000629337	Dave Bloomfield	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.13
INC000000629362	Lib Montoya	Telecom	Voice Mail	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Labor Commission	Low	Resolved	TTR Missed: No	0.75
INC000000629525	Nicole Nguyen	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.20
	Help Desk	Vicky Marrelli	Labor Commission	Low	Resolved	TTR Missed: No	0.51
INC000000629552	Nicole Nguyen	EIS Hardware	Printer	None		TIR Missed: No	0.23
	Strategic Communications	Luis Larios	Labor Commission	Low	Resolved	TTR Missed: Yes	8.20
INC000000629758	Jose Blanco	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.70
INC000000629951	Lawnie Nebeker	Network	None	Active Directory		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.25